GOVERNMENT OF INDIA
FINANCE
LOK SABHA

STARRED QUESTION NO:437
ANSWERED ON:31.03.2017
Ombudsman for Digital Transaction
Ranjan (Pappu Yadav) Shri Rajesh

Will the Minister of FINANCE be pleased to state:

(a) whether the Government proposes to institute an office of Ombudsman to address the issues regarding customer service and grievances in relation to the e-wallet service providers and if so, the details thereof; and
(b) the mechanism adopted by the Government to prevent fraudulent/failed/delayed digital transactions and to provide legal recourse to the aggrieved customers post demonetisation?

Answer

THE FINANCE MINISTER

(a) to (b):- A Statement is laid on the Table of the House.

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Statement referred to in reply to parts (a) to (b) of Lok Sabha Starred Question No. *437 (17th Position) for 31st March, 2017 by SHRI RAJESH RANJAN, M.P. regarding "Ombudsman for Digital Transaction".
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(a) and (b) Reserve Bank of India (RBI), vide its Circular dated 1st July, 2016, has issued policy guidelines on the Issue and Operation of Prepaid Payment Instruments (PPIs) like e-wallets in India. According to these guidelines, in case of PPI issued by banks, customers shall have recourse to the Banking Ombudsman Scheme for grievance redressal. Further, the non-bank PPI issuers shall put in place an effective mechanism for redressal of customer complaints along with escalation matrix and publicise the same for the benefit of customers.